

LPC MANAGEMENT OÜ

RIGHT OF WITHDRAWAL

INFORMATION ON THE RIGHT OF WITHDRAWAL AND MODEL WITHDRAWAL FORM

This notice applies to the MatrixVision Home Practitioner Course and to any other digital content, online course, or service supplied by LPC Management OÜ ("LPC", "we", "us") through learnmatrixvision.com and its associated course platform. It forms part of, and should be read together with, our Participant Agreement and Terms of Enrolment.

IMPORTANT — PLEASE READ BEFORE YOU BUY

Our courses are digital content that we make available to you immediately after purchase. If you ask us to start supplying the course straight away and confirm that you understand you will lose your right of withdrawal once supply begins, then your right of withdrawal ends at that moment and the purchase is final. You give that confirmation by ticking the box at checkout. If you would rather keep your 14-day right of withdrawal, do not tick that box, and do not access the course until the 14 days have passed.

1. WHO HAS A RIGHT OF WITHDRAWAL

1.1 This right of withdrawal applies to you if you are a consumer — that is, a natural person acting wholly or mainly outside your trade, business, craft, or profession — and you are resident in the European Union, the European Economic Area, or the United Kingdom.

1.2 If you purchase as a business, as a sole trader for business purposes, or as a legal person, you have no statutory right of withdrawal, and the no-refund provision of the Participant Agreement applies in full.

2. RIGHT OF WITHDRAWAL

2.1 You have the right to withdraw from this contract within 14 days without giving any reason.

2.2 The withdrawal period expires 14 days from the day of the conclusion of the contract, which is the day on which we confirm your purchase.

2.3 To exercise your right of withdrawal, you must inform us of your decision to withdraw from this contract by an unequivocal statement. You may do so by email to support@lpcgroup.com, or by post to LPC Management OÜ, Pärnu mnt 139b, 11317 Tallinn, Estonia. You may use the model withdrawal form set out at the end of this notice, but this is not obligatory.

2.4 To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired. Please keep proof of sending.

3. EFFECTS OF WITHDRAWAL

3.1 If you withdraw from this contract, we will reimburse to you all payments received from you without undue delay, and in any event not later than 14 days from the day on which we are informed of your decision to withdraw.

3.2 We will carry out the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise. In no event will you incur any fees as a result of the reimbursement.

3.3 On withdrawal, your licence to use the course materials ends immediately. You must stop using the materials and delete or destroy any copies you have downloaded or retained.

4. EARLY EXPIRY OF THE RIGHT OF WITHDRAWAL FOR DIGITAL CONTENT

4.1 Our courses are supplied as digital content that is not delivered on a tangible medium. Under Article 16(m) of Directive 2011/83/EU, and the corresponding provisions of Estonian, German, and other national law, the right of withdrawal is lost where supply has begun with your prior express consent and with your acknowledgement that you thereby lose your right of withdrawal.

4.2 Accordingly, your right of withdrawal expires when we begin supplying the course to you, provided that, before that moment, you have: (a) given your express prior consent to us beginning supply during the 14-day withdrawal period; and (b) acknowledged that you will lose your right of withdrawal once supply has begun. You give both at checkout by ticking the box provided, and we confirm both to you in your purchase confirmation email.

4.3 "Supply begins" at the earliest of the moment we make the course platform or any download available to your account and the moment you first access any part of the course.

4.4 If you do not give that consent and acknowledgement, we will make the course available to you after the 14-day withdrawal period has expired, and your right of withdrawal is unaffected during that period.

4.5 Where you withdraw before supply has begun, clause 3 applies and you receive a full refund.

5. LIVE SESSIONS AND OTHER SERVICES

5.1 Where a purchase includes live sessions, calls, or other services rather than digital content alone, and you ask us to begin performing those services during the withdrawal period, you may still withdraw within the 14 days, but you must pay us an amount which is in proportion to what has been performed up to the moment you inform us of your withdrawal, in comparison with the full coverage of the contract.

5.2 Your right of withdrawal in respect of such services expires once the services have been fully performed, where performance began with your prior express consent and your acknowledgement that you would lose your right of withdrawal on full performance.

6. COMPLAINTS AND DISPUTE RESOLUTION

6.1 If you are not satisfied, please contact us first at support@lpcgroup.com. We aim to respond within 14 days.

6.2 Consumers resident in the European Union may also refer a dispute to the Consumer Disputes Committee of the Estonian Consumer Protection and Technical Regulatory Authority (Tarbijavaidluste komisjon, Endla 10a, 10122 Tallinn, Estonia), or to the corresponding consumer dispute body in their own country of residence. We are not obliged to, and do not undertake to, participate in dispute resolution proceedings before a consumer arbitration board.

MODEL WITHDRAWAL FORM

Complete and return this form only if you wish to withdraw from the contract. You may also send any other clear statement instead.

To: LPC Management OÜ, Pärnu mnt 139b, 11317 Tallinn, Estonia · support@lpcgroup.com
 I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract for the supply of the following digital content or service:

Course or service ordered:

Ordered on / received on:

Name of consumer(s):

Address of consumer(s):

Email address used for the order:

Signature (only if this form is notified on paper):

Date:

(*) Delete as appropriate.

LPC Management OÜ · Pärnu mnt 139b, 11317 Tallinn, Estonia · Registry code 17569187 · Responsible person: Sheela Khan

Legal form: osaühing (private limited company) under Estonian law · Register of Companies, Registry Department of Tartu

County Court · Contact: support@lpcgroup.com

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